

## PROJECT ADMINISTRATION DATA SHEET



ORIGINAL



REVISION NO. \_\_\_\_\_

Project No. A-3682

GTRI/OT

DATE 11/ 09/ 83Project Director: Phil Potts~~School~~ Lab

TAL-ID

Sponsor: U.S. Agency for International DevelopmentWashington, D.C. 20523Type Agreement: Contract PDC-1406-I-00-1006; Work Order #2Award Period: From 9/30/83 To 11/30/83 (Performance) \_\_\_\_\_ (Reports)

Sponsor Amount:

This ChangeTotal to Date

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Funded: \$

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Title: Health Sector II Training - Dominican Republic

## ADMINISTRATIVE DATA

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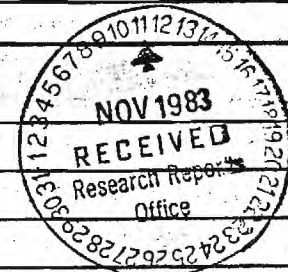
## RESTRICTIONS

See Attached Government Supplemental Information Sheet for Additional Requirements.

Travel: Foreign travel must have prior approval — Contact OCA in each case. Domestic travel requires sponsor approval where total will exceed greater of \$500 or 125% of approved proposal budget category.

Equipment: Title vests with None proposed

## COMMENTS:



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SPONSORED PROJECT TERMINATION/CLOSEOUT SHEET

Date 10/12/84

Project No. A-3682 School Lab TAL

Includes Subproject No.(s)

Project Director(s) Phillip Potts GTRI / ~~ST~~

Sponsor U.S. Agency for International Development

Title Health Sector II Training - Dominican Republic

Effective Completion Date: 11/30/83 (Performance) 11/30/83 (Reports)

Grant/Contract Closeout Actions Remaining:

- ☐ None
- ☒ Final Invoice or Final Fiscal Report
- ☒ Closing Documents
- ☐ Final Report of Inventions
- ☐ Govt. Property Inventory & Related Certificate
- ☐ Classified Material Certificate
- ☐ Other

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WORKSHOPS  
ON

LATRINE CONSTRUCTION

HANDPUMP INSTALLATION, MAINTENANCE AND REPAIR

HEALTH EDUCATION, BASIC SANITATION, HYGIENE  
AND DEVELOPMENT OF HEALTH EDUCATION MATERIALS

SAN CRISTOBAL, DOMINICAN REPUBLIC  
LAS MATAS DE FARFAN, DOMINICAN REPUBLIC

OCTOBER 11-14, 1983  
OCTOBER 17-21, 1983  
OCTOBER 24-28, 1983

HENRY VAN, Ph.D.  
TERRY MOY, P.E.  
OSCAR VIGANO

NOVEMBER 1983

ENGINEERING EXPERIMENT STATION  
GEORGIA INSTITUTE OF TECHNOLOGY



Georgia Institute of Technology  
ENGINEERING EXPERIMENT STATION  
Atlanta, Georgia 30332

November 28, 1983

Oscar Rivera, M.D. - USAID  
U.S. Embassy  
USAID  
Office of Health and Nutrition  
APO Miami 34041

Dear Dr. Rivera:

As per the instructions of Dr. Henry Van, please find enclosed two (2) copies of our report on the three workshops held in October.

I would like to take this opportunity to thank you for the support you gave us in presenting these workshops. I believe the efforts were well spent and well received and hope your programs will benefit from them.

Should you have any questions or comments, please feel free to contact myself or Dr. Van.

Very truly yours,

Terrence L. Moy

TLM/lbh

Enclosures

cc: Henry Van, Ph.D.  
GIT File #A3682



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## ACRONYMS

USAID United States Agency for International Development

GODR Government of Dominican Republic

SBS Basic Health Services Program

SESPAS Secretariat of Health and Public Assistance

## EXECUTIVE SUMMARY

Three workshops were held in Latrine Construction, Hand Pump Installation, Maintenance and Repair, and Health Education in San Cristobal (October 11-14, 1983) and Las Matas de Farfan, Dominican Republic (October 17-21 and 24-28, 1983), respectively. The latrine construction workshop had 22 participants, the hand pump workshop had 19 participants, and the health education had 26 participants. The overall purpose of the workshops was to give participants the necessary technical skills and knowledge to install latrines, install, maintain and repair the AID design hand pumps, and to use a health education flipchart.

The workshops were comprised of classroom instruction and "hands on" practical work. However, the hands on work was stressed.

The training methodology was highly participatory. The participants were actively involved in all field work and classroom tasks. All participants felt that the workshops achieved their objectives. The following were the most salient comments participants made:

- The participatory training approach
- The focus on project planning
- The technical information given was appropriate

The following recommendations were made by the instructors based on discussions with Health Sector II Project personnel and observations made during the implementation of these workshops:

- Establish a continuous training program for newly employed community organizers in the following:
  - Latrine construction.
  - Hand pump installation.
  - Strategies for working with communities.

- Health education techniques.
  - Water supply, sanitation and hygiene.
- 
- Community organizers should be well briefed about their role in the project to avoid misinterpretation of responsibilities.
  - Supervisors and unit heads should be trained separately to avoid intimidation among the community organizers.
  - Look into the possibility of producing a health education flipchart.
  - Develop community organizer job description to define his activities to the project needs.

## RESUMEN EJECUTIVO

Durante las fechas de Octubre 11 a/14; Octubre 17 al 21 y Octubre 24 al 28 de 1983 se efectuaron tres talleres en Construccion de Letrinas, Instalacion, Mantenimiento y Reparacion de Bombas Manuales de Agua; y Educacion para la Salud, respectivamente. Los sitios donde se llevaron a cabo los talleres fueron San Cristobal y Las Matas de Farfan, Republica Dominicana. La asistencia de los talleres fue la siguiente:

- Construccion de Letrinas - 22 participantes
- Instalacion de Bombas - 19 participantes
- Educacion para la Salud - 26 participantes

El objetivo general de estos talleres de trabajo fue el dotar a los participantes de capacitacion para instalar letrinas; instalar, mantener y reparar bombas manuales de agua; y utilizar un rotafolio de educacion para la salud.

Los talleres incluyeron actividades de campo y trabajo en el salon de clase. Los participantes llevaron a cabo tareas totalmente practicas. El adiestramiento se hizo en forma participatoria. La evaluacion de los participantes fue positiva en terminos generales. Los comentarios mas sobresalientes de parte de los participantes fueron:

- La forma en la cual se le permitio al participante participar fue muy bien recibida.
- El enfasis que se le dio al aspecto de planificacion fue muy bien recibido por los participantes.
- El nivel tecnico fue muy apropiado.

Los instructores hicieron varias recomendaciones Proyecto Salud del Sector II, entre las que se incluyen las siguientes:

- Establecer un programa continuo de adiestramiento para el personal nuevo en el cual se incluyan las areas siguientes:
  - Construccion de letrinas.
  - Instalacion de bombas.
  - Estrategias para trabajar con las comunidades en la promocion del proyecto.
  - Tecnicas de y educacion para la salud.
  - Abastecimiento de agua, saneamiento rural e higiene.
- Definir el papel de los asistentes en relacion a los necesidades inmediatas que le afrontan al proyecto.
- El adiestramiento de los jefes de unidad y supervisores se deberia de llevar a cabo separadamente de los asistentes para prevenir intimidarlos.
- Ver la posibilidad de que se pueda producir el rotafolio de educacion para la salud que se modifico durante este taller de educacion para la salud.

## ACKNOWLEDGEMENTS

The writers wish to thank Dr. Oscar Rivera, M.D., Public Health Officer at the USAID/Dominican Republic Mission, and also to his staff, especially Mr. John Henry Thomas. These workshops could not have been possible without their valuable support and assistance.

The tremendous support and assistance of Dr. Jose M. Herrera Cabral, Coordinator of the Health Sector II Bilateral Assistance Project, Secretaria de Estado de Salud Publica y Asistencia Social and his staff is greatly appreciated.

Thanks are extended to Mr. Dalmacio Perez, Lic. Hemilce Guerra, Lic. Altagracia Mesa, and Ms. Betania Puello for their valuable contributions and assistance.

Appreciation is expressed to Mr. Victor Wehman, P.E. of USAID/ST/H/WS in Washington, D.C. for all his valuable support and excellent guidance throughout this effort.

The participants' undivided attention and enthusiastic participation is greatly appreciated.

Finally, the writers acknowledge the support and assistance of Dr. Ken Maddox and Mr. Phil Potts of the Georgia Institute of Technology, Engineering Experiment Station.





## Chapter 1

### BACKGROUND AND INTRODUCTION

#### 1.1 Background

In August 1978, the U.S. Agency for International Development (USAID) approved Health Sector Loan II for bilateral assistance to the Government of the Dominican Republic (GODR).

The Health Sector II project is the continuation of efforts to improve rural health which were initiated under a Health Sector I project in 1975. Health Sector I project goals were to be met by improving the delivery of health services in rural communities with populations of between 400 and 2,000 people through a Basic Health Services (SBS) program. These programs are administered by the State Secretariat for Public Health and Social Assistance (SESPAS) of the GODR.

The purpose of the Health Sector II project is to extend the SBS program to another 200,000 people and to provide another 500 rural communities with populations between 400 and 2,000 people with potable water, sanitary latrines, household water carrying and storage containers, and health education. The Health Sector II project is operating in three of the country's six health regions.

The water supply program provides both drilled wells with hand pumps and gravity-fed systems. The excreta disposal program will provide for the installation of 22,500 pit privies.

#### 1.2 Introduction

During April 4 through May 6, 1983 two workshops in latrine construction were implemented under the auspices of the Water and Sanitation for Health Project (WASH) for Health Sector II personnel.

In June 1983, USAID/Dominican Republic requested USAID/ST/H/WS in Washington, D.C. assistance in planning and implementing three workshops on latrine construction, hand pump installation, maintenance and repair, health education, basic sanitation, hygiene and the development of health education materials for the Health Sector II Community Organizers. To carry out the above activities the Georgia Institute of Technology/Engineering Experiment Station (GIT/EES) was contracted through Indefinite Quantity Contract Number PDC-1406-I-00-1006 on September 29, 1983 (see Appendix A). The workshops were scheduled as follows:

- Latrine Construction Workshop -- October 11-14, 1983.
- Hand Pump Installation, Maintenance and Repair -- October 17-21, 1983.
- Health Education, Basic Sanitation, Hygiene and Development of Health Education Materials -- October 24-28, 1983.

To implement the three workshops three consultants were assigned, Dr. Henry Van, environmental engineer (GIT/EES), Mr. Terrence Moy, P.E., training specialist (GIT/EES), and Mr. Oscar Vigano, health education specialist (private consultant). The three workshops were conducted in Spanish.

This report is a summary of the activities undertaken during the three workshops.

## Chapter 2

### PLANNING THE WORKSHOP

The planning process was initiated by the USAID/Mission in the Dominican Republic when their request for the implementation of these workshops was submitted to the USAID/ST/H/WS in Washington, D.C.

When the Georgia Institute of Technology, Engineering Experiment Station was selected to conduct these workshops material was prepared and organized for the implementation of each workshop.

#### 2.1 Training Staff

To conduct the workshops, it was requested that USAID/ST/H/WS provide three trainers, a sanitary engineer with good construction skills, a training specialist and a health education specialist, all skilled in workshop design and training delivery. The three trainers were to be fluent in Spanish.

#### 2.2 Planning

Based on the recommendations given in the WASH Interim Report No. 132-1 of March 1983 and the WASH Field Report No. 93 of August 1983 USAID/DR requested that the focus of the workshop should be on the construction of latrines; hand pump installation, maintenance and repair; and health education. The overall learning objectives of these workshops are listed in Table 1.

The participants in the latrine construction workshop were personnel that had not had this training as well as potential personnel that were awaiting to be selected for the project.

Table 1

LEARNING OBJECTIVES

LATRINE CONSTRUCTION WORKSHOP

Participants will:

- Define sanitation and the impact of latrines.
- Learn the linkage of sanitary waste disposal and the spread of disease.
- Understand and identify critical steps necessary to mobilize a community for any latrine project.
- Identify community factors related to the construction acceptance and use of a latrine project.
- Assess local physical conditions related to improved sanitation.
- Identify human and materials resources needed for project construction and determine their availability.
- Develop strategies to help the community to make an appropriate choice from among alternative types of latrines.
- Be able to construct a latrine appropriate for the village.
- Identify strategies for the continued operation, maintenance, and repair of latrines.

Table 1 (cont'd.)

HAND PUMP INSTALLATION, MAINTENANCE AND REPAIR WORKSHOP

Participants will:

- Learn how to install, maintain and repair the AID hand pumps.
- Learn how to train community members on hand pump installation, maintenance and repair.
- Learn how to identify hand pump operational problems.
- Learn how to calculate the required chlorine dosage to shock chlorinate a water well.
- Learn how to shock chlorinate a water well.

HEALTH EDUCATION

Participants will:

- Learn basic technical, communication, and education skills needed to carry out work activities related to the following:
  - Modifying health attitudes and practices of project beneficiaries.
  - Promoting proper use, protection and maintenance of latrines, hand pumps and potable water containers.
  - Stimulating individuals and groups to assume responsibility for maintaining personal community health.
- Define health education.

Table 1 (cont'd.)

- Produce a health education flip chart to support them in carrying out this activity.
- Learn how to use the health education flip chart applying the above basic technical and communication skills.
- Learn the different types of health education materials applicable to rural water and sanitation projects.

### 2.2.1 Schedule

The Latrine Construction Workshop, the Hand Pump Installation, Maintenance and Repair Workshop and the Health Education Workshop were held during the dates shown in Figure 1.

### 2.2.2 Workshop Sites

The workshops were held in sites suited to conduct classroom sessions and field practical work. Unfortunately, both sites lack reproduction facilities which at times were badly needed.

## FIGURE 1 SCHEDULE OF EVENTS

October 9	Arrival of Van and Moy
October 10	Meeting with USAID/DR & SESPAS
October 11-14	Latrine Construction Workshop
October 17-21	Hand Pump Installation, Maintenance and Repair Workshop (Van and Moy)
October 20	Arrival of Vigano
October 21	Vigano and Van meet with USAID/DR & SESPAS
October 22	Moy returns to U.S.A.
October 24-28	Health Education Workshop (Vigano and Van)
October 31	Vigano returns to Honduras
October 31	Van gives debriefing to USAID/DR & SESPAS
October 31-Nov. 4	Van prepares workshops report and revises the latrine construction and hand pump installation, maintenance and repair workshop training manuals in Spanish.
November 4	Van delivers report and training manuals to USAID/DR & SESPAS
November 5	Van returns to U.S.A.



## Chapter 3

### IMPLEMENTATION

#### 3.1 Location

The Latrine Construction Workshop was held at the Secretariat of Agriculture Training Center located in San Cristobal, D.R. This site is about 45 kilometers west of Santo Domingo, D.R. These facilities were very adequate and participants were able to conduct all their field work as planned.

The Hand Pump Installation, Maintenance and Repair and Health Education Workshops were held at the Centro de Formacion del Padre Julio, a training center operated by American Redemptorist priests. The site is about two kilometers west of Las Matas de Farfan (four hours by car from Santo Domingo, D.R.).

#### 3.2 Staff Background and Roles

The three workshops were conducted by two engineers from the Georgia Institute of Technology, Engineering Experiment Station and a private consultant working for the Academy for Education Development. Dr. Henry Van is an environmental engineer with Georgia Institute of Technology and has had considerable experience working with water and sanitation projects in developing countries. He acted as the team leader. Mr. Terrence Moy is a civil engineer with Georgia Institute of Technology and has extensive international experience in the competency-based training of rural community health educators and promoters in hand pump installation, maintenance and repair. Mr. Oscar Vigano, a health education specialist, is a private consultant with extensive international experience in the development of non-formal health education methods for competency-based training and development of health education materials. All the trainers were fluent in Spanish.

### 3.3 Participants

#### 3.3.1 Latrine Construction Workshop

There were 22 participants in this workshop (see Appendix B for list). Thirteen were from SESPAS and nine were potential employees. There were no problems during the workshop except for the heavy rain the day before participants were to install their latrines. Since some of the sites were extremely wet only two of the six selected sites were used in the practical latrine installation exercise. The participants were divided into two groups to install two latrines. The field work went very well. The participants were able to install the latrines as instructed.

#### 3.3.2 Hand Pump Installation, Maintenance, and Repair Workshop

There were 19 participants in this workshop. Two participants were supervisors.

The only problem with this workshop was the availability of some of the materials required for installation of the pumps. However, this was solved. All sessions were conducted as planned including the field practicals. All participants worked very well and had the opportunity to work with the shallow well, deep well, and the modified AID hand pumps. The hand pump installation, maintenance and repair training manual prepared by Mr. Moy was very helpful and explained every step very well. The participants were provided with several handouts in Spanish that allowed them to follow every step without difficulty. Participants were taught how to calculate the amount of drop pipe, drop rod and chlorine required.

#### 3.3.3 Health Education

There were 26 participants in this workshop. There were five supervisors. There were no problems during the workshop. Participants were able to modify a health education portable flipchart to suit the areas where the

project is operating. Also, they were taught the technique of using this flipchart through role playing. Participants worked very well although in the beginning they were confused with the use of the inductive technique. However, after three participants made their presentations the others were able to do it very well.

### 3.4 Workshops Content and Schedule

#### 3.4.1 Latrine Construction

The workshop used a WASH latrine construction training manual as a basis. This design is built around a project focus which emphasizes both the practical technical skills needed to build a latrine and the communication and education skills needed to transfer that knowledge and to mobilize and involve the community in every step of the project. Participants worked in teams to do fieldwork in a local village. They conducted a community sanitation survey to determine local needs and resources; analyzed and selected individual sites for latrines; mixed and poured concrete slabs; and installed two latrines for two different homeowners. Participants encouraged the homeowners to work with them, under their supervision, and instructed them in the maintenance and repair of the latrines they were installing. Since villagers in the Health Sector Loan II project dig their own pits and build their own shelters, training in these two areas was done through classroom work and field visits to inspect pits and shelters built from a variety of local materials rather than through hands-on work.

Figure 2 shows the schedule actually followed in this workshop. Day 1 had to be used for arranging workshop materials and the logistics since the instructors did not have the one week in-country to prepare as originally planned. However, the time was made up by holding evening sessions.

#### 3.4.2 Hand Pump Installation, Maintenance and Repair

The workshop used a Georgia Tech training manual written by Mr. Terrence Moy. This design is built around a project focus which emphasizes the

Figure 2. SCHEDULE - LATRINE CONSTRUCTION WORKSHOP

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
AM	<ul style="list-style-type: none"> <li>• Arrangement of Workshop Materials</li> </ul>	<ul style="list-style-type: none"> <li>• Introduction to the Workshop</li> </ul>	<ul style="list-style-type: none"> <li>• Latrine Slab Construction</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct a Sanitary Survey</li> </ul>	<ul style="list-style-type: none"> <li>• Installation of Latrine Slab</li> </ul>
PM		<ul style="list-style-type: none"> <li>• Sanitation Latrines &amp; Health</li> <li>• Local Beliefs &amp; Customs</li> <li>• Community Mobilization and Information Gathering</li> </ul>	<ul style="list-style-type: none"> <li>• Sizing a Latrine Pit and Slab</li> <li>• Types and Design of Latrine Shelters</li> </ul>	<ul style="list-style-type: none"> <li>• Site Evaluation Latrine Location</li> </ul>	<ul style="list-style-type: none"> <li>• Latrine &amp; Project Review</li> <li>• Closure</li> </ul>
EVE		<ul style="list-style-type: none"> <li>• Latrine Repair &amp; Maintenance</li> <li>• Types and Selection of Latrines</li> </ul>		<ul style="list-style-type: none"> <li>• Planning a Latrine Construction Project</li> </ul>	

technical and practical skills needed to install, maintain and repair the three types of AID design hand pumps (shallow well, deep well and modified). Emphasis was placed on having the participants develop the skills needed to train others. Participants worked in teams performing fieldwork in local villages. Utilizing existing sites which were not operating, participants repaired and reinstalled them. There was a tremendous interest and cooperation on behalf of the participants to learn the skills since they know how badly the Health Sector II Project needs them.

Before re-installing the hand pumps the participants calculated the volume of water in the well and determined the amount of chlorine required to shock chlorinate the water in the well.

Figure 3 shows the schedule actually followed during this workshop.

#### 3.4.3 Health Education

The workshop used several handouts and examples of the various health education materials used in rural communities. The workshop emphasized practical techniques of delivering health education and the communication and educational skills needed to transfer that knowledge. Participants worked in teams to produce a portable flipchart as an aid to conduct health education. Practical work was conducted in the use of the flipchart where participants had the opportunity to practice the technical practical skills learned during the workshop. Figure 4 shows the schedule followed during this workshop.

### 3.5 Methodology

All the workshops were designed to be practical rather than theoretical, with active participation stressed throughout. The methodology was based on experiential learning techniques. This methodology is participant-centered, creates an active approach to learning, and assumes that responsibility for learning is shared between the trainers and participants.

Specific activities included fieldwork, small and large group tasks, discussions, and problem-solving. Lecture presentations were kept to a minimum.

Figure 3. SCHEDULE - HAND PUMP WORKSHOP

(Installation, Maintenance & Repair)

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
AM	<ul style="list-style-type: none"> <li>• Introduction to Workshop (1 hour)</li> <li>• Hand Pump Components Operation (1 hour)</li> <li>• Hand Pump Operation Problems (2 hours)</li> </ul>	<ul style="list-style-type: none"> <li>• Maintenance &amp; Repair Lecturette (4 hours)</li> </ul>	<ul style="list-style-type: none"> <li>• Field Practical Team No. 1* (4 hours)</li> </ul>	<ul style="list-style-type: none"> <li>• Field Practical Team No. 3* (4 hours)</li> </ul>	<ul style="list-style-type: none"> <li>• Field Practical Team No. 2* (4 hours)</li> </ul>
PM	<ul style="list-style-type: none"> <li>• Safety &amp; Tools Req'd. (45 min.)</li> <li>• Installation Demonstration (3 hours)</li> </ul>	<ul style="list-style-type: none"> <li>• M &amp; R Demonstration (4 hours)</li> </ul>	<ul style="list-style-type: none"> <li>• Team No. 2* (4 hours)</li> </ul> <p>*Other teams to serve as observers</p>	<ul style="list-style-type: none"> <li>• Team No. 1* (4 hours)</li> </ul>	<ul style="list-style-type: none"> <li>• Team No. 3* (3 hours)</li> <li>• Closure (1 hour)</li> </ul>

Figure 4. SCHEDULE - HEALTH EDUCATION

	DAY 1	DAY 2	DAY 3	DAY 4	DAY 5
AM	<ul style="list-style-type: none"> <li>• Introduction to Workshop</li> <li>• Participants Expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Basic Health Education Techniques</li> <li>• Use of the Health Education Flipchart (Practical)</li> </ul>	<ul style="list-style-type: none"> <li>• Use of the Health Education Flipchart (Practical)</li> <li>• Development of a Health Education Flipchart (Practical)</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation of the new Health Education Flipchart</li> </ul>	<ul style="list-style-type: none"> <li>• Components of Health Education</li> <li>• Definition of Environmental Sanitation and its Relation to Health Education</li> <li>• Closure</li> </ul>
PM	<ul style="list-style-type: none"> <li>• Definition of Health Education</li> <li>• Health Education Materials Used in Rural Areas</li> <li>• Use of Health Education Materials in Rural Areas</li> </ul>	<ul style="list-style-type: none"> <li>• Use of the Health Education Flipchart (Practical)</li> </ul>	<ul style="list-style-type: none"> <li>• Development of a Health Education Flipchart (Practical)</li> </ul>	<ul style="list-style-type: none"> <li>• Conclusions &amp; Recommendations for Future Health Education Training</li> <li>• Questions &amp; Answers</li> </ul>	<ul style="list-style-type: none"> <li>• Team No. 3* (3 hours)</li> <li>• Closure (1 hour)</li> </ul>



## Chapter 4

### ASSESSMENT OF THE WORKSHOPS

#### 4.1 Participant Evaluation

At the end of each workshop, participants were asked to complete an evaluation form (see Appendix C). First, they rated their realization of the learning objectives presented in the first session of the workshop (Table 1, Chapter 2 on a scale of 1 (low) to 5 (high)). In the remaining portion of the evaluation form participants were asked to comment on various aspects of the workshop. Following is a summary of the participant evaluations.

##### 4.1.1 Latrine Construction Workshop

###### Goal Attainment

An average of 4.5 on a scale of 1 to 5 was achieved.

###### Workshop Feedback and Learning

###### 1. What have been the most positive things about this workshop?

The majority of the participants cited the following most positive things about the workshop:

- The practical field work involved.
- The fact that the workshop included an explanation on different types of latrines and their advantages and disadvantages.
- The clarity of the instructors.
- The planning of the workshop.

###### 2. What have been the most negative things about this workshop?

The overwhelming majority of the participants were very disappointed because they did not get to install all the latrines planned due to bad weather. A good number of participants felt that there was considerable competition between them in order to show who knew the most.

3. What things have you learned that you did not know before?

Most of the participants mentioned technical information. Other comments had to do with having learned the methodology about which the workshop was given.

Workshop Organization and Training

1. What comments do you have about the way the workshop was planned and organized?

All of the participants felt that the workshop was well planned and organized by everyone.

2. What can be done in the future to improve a workshop like this?

The overwhelming majority of the participants were very satisfied with the workshop and only recommended to continue organizing future workshops like this one.

3. What specific steps in developing a latrine project do you feel you will need to learn more about in order to successfully promote and develop a project in the future?

A majority of the participants mentioned the need for more training about how to educate and mobilize people in rural communities, as well as more practical training on the construction of the latrine pit and lining, and composting latrines.

4. What comments do you have about the trainers?

Participants rated the instructors highly in terms of preparation, presentation, flexibility, and accessibility to participants outside of the formal sessions.

4.1.2 Hand Pump Installation, Maintenance and Repair Workshop

Goal Attainment

An average of 4.89 on a scale of 1 to 5 was achieved.

Workshop Feedback and Learning

1. What have been the most positive things about this workshop?

In summary, the majority of the participants cited the following most positive things about the workshop:

- The practical fieldwork involved.
- Learning how to calculate the amount of chlorine required to shock chlorinate a water well using various chlorine products of different chlorine concentration.
- Completeness of the workshop.
- The methodology used in the workshop.
- The adequate use of time.

2. What have been the most negative things about this workshop?

The following are the most negative things that the participants cited:

- The fact that there was not more time to do more practical fieldwork.
- The lack of some materials required to conduct the fieldwork. Although no material shortages existed at the time of the fieldwork

sessions, participants were critical of initial shortcomings.

- The large size of the group participating in the workshop.
3. What one thing stands out as important to you in this workshop?

The most important and relevant things which the participants felt stood out the most were the following:

- The practical fieldwork involved.
- The theory of disinfection.
- The methodology used by the instructors.
- The amount of useful handouts given to the participants.
- The problem-solving sessions.

4. What things have you learned that you did not know before?

Participants cited the following:

- Installation, maintenance and repair of hand pumps.
- Chlorination of a water well.
- To know how to distinguish between the different types of hand pumps.
- How to calculate the required length of drop pipe and rod for a hand pump.

#### Workshop Organization and Training

1. What comments do you have about the way the workshop was planned and organized?

The opinion was as follows:

- 53% of the participants thought the workshop was well planned and organized.
- 47% of the participants thought the workshop lacked planning.

2. What can be done in the future to improve a workshop like this?

The following summarizes the suggestions the participants cited:

- Provide better planning.
- Have less participants.
- Have all the materials ready.
- Have more field practicals.

3. What comments do you have about the trainers?

Participants rated the instructors highly in terms of preparation and presentation.

#### 4.1.3 Health Education Workshop

##### Goal Attainment

An average of 4.48 on a scale of 1 to 5 was achieved.

##### Workshop Feedback and Learning

1. What have been the most positive things about this workshop?

Participants cited the following:

- Learning how to use the flipchart for health education.
- The process used to adopt a flipchart to the reality of the project area.
- The active participation of everyone involved.
- Learning about the various methods of health education and the materials used in rural areas.

2. What have been the most negative things about this workshop?

Participants cited the following negative things about the workshop:

- Participants were not expecting to have group dynamics related to health education.
- Not enough time to cover the material which the participants thought they needed.
- The presence of the supervisors in the workshop did not help the group dynamics. The others felt intimidated.

3. What one thing stands out as important to you in this workshop?

The overwhelming majority of the participants thought that the thing that stood out was the use of the health education flipchart.

4. What things have you learned that you did not know before?

All participants cited the following:

- The definition of health education.
- The deductive methodology to make the community become aware of their health problems and hazards.
- The variety of appropriate materials used in rural health education.

#### Workshop Organization and Training

1. What comments do you have about the way the workshop was planned and organized?

Seventy-seven percent of the participants said that the workshop was well planned and organized; 23% thought the opposite.

2. What can be done in the future to improve a workshop like this?

Participants replied to this question as follows:

- Better planning.
- Better location for the workshop.
- Fewer participants.
- Involve Dominican specialists in rural health education.
- This workshop should be two weeks instead of one.

3. What comments do you have about the trainers?

Participants thought the instructors were clear in presenting the subject matter.

#### 4.2 Trainer Assessment

The trainers felt that, overall, the three workshops were successful in achieving their objectives. In spite of some of the problems encountered due to the lack of in-country time for the trainers to check materials, all deficiencies were remedied thanks to the full cooperation of SESPAS support personnel. The fact that all three workshops had a high score in goal attainment is evident that all problems were resolved. The participants' overall impression, stated throughout the three workshops, was that the experience and information acquired through this training was very valuable to the Health Sector Loan II program. The technical content of the workshops was very appropriate. However, during the health education workshop, participants used a series of "cliches" or words to express what they felt were their needs and expectations. It is evident that they are not well informed about their specific roles because some of these expectations were beyond the scope of their activities. Some of these were "vaccinations", "human relations", "contagious and infectious diseases, and their treatment", and "water and wastewater treatment". In spite of trainers explaining the significance of these and other terms on numerous occasions, their concern for learning more about these subjects was expressed in their workshop evaluation forms. To the participants health education meant only content and not techniques. There is a need to describe the project personnel and their roles.

## Chapter 5

### RECOMMENDATIONS FOR FOLLOW-UP TRAINING

During the course of the three workshops the trainers had the opportunity to assess the training needs of the participants, especially those working with SESPAS in the Health Sector Loan II program. This was possible through conversation with the program managers as well as participants. Future training needs are seen as follows:

1. Establish a continuous training program for newly employed community organizers in the following:
  - Latrine construction.
  - Hand pump installation, maintenance and repair.
  - Strategies for working with communities.
  - Health education techniques.
  - Water supply, sanitation and hygiene.
2. Since a good number of community organizers have been trained in latrine construction and hand pump installation, maintenance and repair, short training sessions should be held using those community organizers already trained. The project has two complete training manuals in Spanish which show the trainer step-by-step the procedure to follow. This would provide them with an opportunity to conduct training as trainers to other community organizers and villagers as well as building up their confidence as trainers.
3. It is recommended that community organizers be given training on how to educate villagers. Their present method of dealing with the community is in a completely vertical and unilateral fashion which leaves no room for a participating dialogue with the villagers. This leads villagers to receive the project services without fully understanding



the real need for them. In conjunction with the above the following is recommended:

- a) Hold training sessions for supervisors and unit heads separated from the community organizers to avoid intimidation among the community organizers.
- b) Develop community organizer job description to define his activities to the project needs.
- c) During training sessions explain project goals and objectives in detail to the community organizers.
- d) Look into the possibility of producing a health education flipchart similar to the one modified during the health education workshop. This material would give the community organizers an aid to assist them in educating the villagers and promoting the program.

## APPENDIX A

### TASK ORDER

UNITED STATES OF AMERICA  
AGENCY FOR INTERNATIONAL DEVELOPMENT

1. Country of Performance: Dominican Republic

Mark one and insert appropriate numbers:

☒ Indefinite Quantity Contract: PDC-1406-I-00-1006 Work Order No.  
☐ Requirements Contract No.: \_\_\_\_\_ Delivery Order No.  
☐ Basic Ordering Agreement No.: \_\_\_\_\_ Task Order No.

NEGOTIATED PURSUANT TO THE FOREIGN ASSISTANCE ACT  
OF 1961, AS AMENDED, AND EXECUTIVE ORDER 11223

3. CONTRACTOR (Name and Address): Georgia Tech Research Institute Administration Building Georgia Institute of Technology Atlanta, GA 30332	4. CONTRACTING OFFICE (Name and Address): PDC Branch Services Operations Division Office of Contract Management Agency for International Development Washington, D.C. 20523
5. PROJECT MANAGER AND PROJECT OFFICE (Name and Address): Mr. Victor Wehman SI/H/WS Room 720C SA-18 Agency for International Development Washington, D.C. 20523	6. SUBMIT VOUCHERS TO (Office Name and Address): Controller's Office USAID/Santo Domingo APO Miami, FL 34041
7. EFFECTIVE DATE: Date of Contracting Officer's signature	8. ESTIMATED COMPLETION DATE: November 30, 1983
9. ACCOUNTING AND APPROPRIATION DATA (Insert appropriate numbers): Amount Obligated: <u>\$ 34,307.91</u> PIO/T No.: <u>30047</u> Appropriation No.: <u>72-1131021.8</u> Budget Plan Code: <u>LDAA-83-25517-CG61</u>	

0. The United States of America, represented by the Contracting Officer signs this Order, and the Contractor agreed that: (a) this Order is issued pursuant to the Contract or Agreement specified in Block 2 above and (b) the entire Contract between the parties hereto consist of this Order and the Contract Agreement specified in Block 2 above.

1a. NAME OF CONTRACTOR: Georgia Tech Research Institute	11b. UNITED STATES OF AMERICA AGENCY FOR INTERNATIONAL DEVELOPMENT
Y (Signature of authorized individual):  TYPED OR PRINTED NAME: <u>G. D. HUGHSON</u>	BY (Signature of Contracting Officer):  TYPED OR PRINTED NAME: <u>Judith D. Johnson</u>
TITLE: ASST. TO VP/GEN. MGR.	TITLE: Contracting Officer
DATE: SEP 29 1983	DATE: -27-

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Article I - Title

Project Development and Support, Dominican Republic Health.

Article II - Objective

The objective of this project shall be to provide technical assistance to the secretariat of Health and Social Assistance for three training workshops, covering hand-operated water pumps, latrine site selection and construction, rural water supply, basic sanitation and food hygiene.

Article III - Statement of Work

A. In order to accomplish the above objectives, the Contractor shall:

1. Provide a team of three persons, such as:
  - a. A Sanitary Engineer
  - b. Training Specialist
  - c. A Health Education Specialist
2. Provide project health personnel (community organizers, health promoters, and volunteer members of community health committee) with basic technical, communication, and education skills needed to carry-out work activities related to the following:
  - a. modifying health attitudes and practices of project beneficiaries
  - b. promoting proper use, protection, and maintenance of individual community health facilities (handpumps, latrines, and portable water containers)
  - c. stimulating individuals and groups to assume responsibility for maintaining personal and community health.
3. Provide inservice training and guidance to project personnel in:
  1. Repair and maintenance of the AID/Battelle Handpump
  2. Construction and maintenance of pit privy latrines
  3. Rural water supply, sanitation, and food hygiene
  4. Basic community health education methods
4. Conduct three workshops, each of one week duration, as follows:
  - a. The first workshop will focus on handpump installation, maintenance and repair. The objective will be to train community organizers, health promoters, and community volunteers in the

installation, maintenance and repair of handpumps, so that they will be able to diagnose handpump operational problems and make necessary repairs. A multiplying effect is expected to accrue from the subsequent transfer of the newly acquired knowledge of these grassroot health workers.

- b. The second workshop, "Latrine Construction", will be designed to meet an immediate project need to increase the quantity and improve the quality of latrine construction. Emphasis will be on optimising latrine site selection, employing methods to prevent water source contamination, especially community water wells.
  - c. The third and final workshop, will focus on rural water supply, basic sanitation and food hygiene. Specific focus will be on training project health personnel in health education methods appropriate to their education level and immediate project needs. The training will also include information on basic data collection methods; identification of community health needs; strategies for influencing community health participation; and development and use of health education materials. The training should also provide health workers with the skills to evaluate the results of their promotional activities.
  - d. The workshops will be of a practical nature rather than theoretical, with active involvement of attendees being stressed throughout the workshops.
  - e. The workshops will place particular emphasis on methods of encouraging greater participation by beneficiaries in their own health well-being.
5. Prepare training manuals for the latrine and handpump activities, prepare workshops agenda, arrange for workshops sites, arrange for instructional materials, record workshop proceedings and provide a technical report thereof to USAID/HAN.
  6. Travel, internationally, as required by this project.

#### Article IV - Reports

Following the workshops, the contractor shall revise the training manuals (in Spanish) used during the workshops, record the workshop proceedings, and provide a technical report thereof to USAID/HAN prior to departure from the Dominican Republic.

#### Article V - Relationships and Responsibilities

- A. Cooperating Country Official: Dr. José M. Herrera Cabral, SESPAS.
3. AID Liaison Official: Dr. Oscar Riviera, who will provide guidance. Contractor will be responsible to the USAID/Dominican Republic Mission Director.

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Article VI - Term of Performance

Estimated Starting Date: Date of the Contracting Officer's signature

Estimated Completion Date: November 30, 1983

Subject to the prior written approval of the Project Manager (see Block No. 5 on the Cover Page), contractor is authorized to extend the estimated completion date provided that such extension does not cause the elapsed time for completion of the work, including the furnishing of all deliverables, to extend beyond 30 calendar days from the original estimated completion date. Contractor shall attach a copy of the Project Manager's approval for any extension of the term of this order to the final voucher submitted for payment.

It is the contractor's responsibility to ensure that Project Manager-approved adjustments to the original estimated completion date do not result in costs to the Government which exceed the total amount obligated for the performance of the work. Under no circumstances shall such adjustments authorize the contractor to be paid any sum in excess of the total amount obligated in this order for the performance of the work.

Adjustments which will cause the elapsed time for completion of the work to exceed 30 calendar days beyond the original estimated completion date must be approved in advance by the Contracting Officer.

Article VII - Level of Effort

<u>Category</u>	<u>Burdened Daily Fixed Rate</u>	<u>Number of Days</u>	<u>Total</u>
Senior Research Engineer	\$431.81	35	\$15,150.45
Research Engineer I	322.25	20	6,445.00
Consultant	189.00	14	2,646.00
Secretary	127.23	2	<u>254.45</u>

Total Burdened Daily Fixed Rates: \$24,495.91

Subject to the prior written approval of the Project Manager (see Block No. 5 on the Cover Page), contractor is authorized to adjust the number of days actually employed in the performance of the work by each position specified in this order. Contractor shall attach a copy of the Project Manager's approval to the final voucher submitted for payment.

It is the contractor's responsibility to ensure that Project Manager-approved adjustments to the work days ordered for each position do not result in costs to the Government which exceed the total amount obligated for the performance of the work. Under no circumstances shall such adjustments authorize the contractor to be paid any sum in excess of the total amount obligated in this order for the performance of the work.



Article VIII - Budget

A. Total burdened daily fixed rates	\$24,495.91
B. Other Direct Costs:	
1. Travel and Per Diem	7,512.00
2. Materials and Supplies	<u>2,300.00</u>
Total Work Order Amount:	\$34,307.91

Article IX - Work Week

The Contractor is authorized up to a six (6) day work week without premium pay.

Article X - Access to Classified Information

The Contractor shall require no access to classified information.

Article XI - Duty Post

The contractor's technician shall perform this project in the Dominican Republic and Atlanta, Georgia.

Article XII - Logistic Support

- A. In Kind supplied by AID .
  - 1. Office Space and equipment
  - 2. Secretarial Services
- B. By Contractor
  - Travel Arrangements

Article XIII - Language Requirements

Spanish - Native speaker or FSI S-4, R-4.

Article XIV - Use of Government Facilities or Personnel

- A. The Contractor and any employees or consultant of the Contractor is prohibited from using Government facilities (such as office space or equipment) or U.S. Government clerical or technical personnel in the services specified in the Contract, unless the use of Government facilities or personnel is specifically authorized in the Contract, or is authorized in advance, in writing, by the Contracting Officer.



1. If at any time it is determined that the Contractor, or any of its employees or consultants have used U.S. Government facilities or personnel without authorization either in the Contract itself, or in advance, in writing, by the Contracting Officer, then the amount payable under the Contract shall be reduced by an amount equal to the value of the U.S. Government facilities or personnel used by Contractor, as determined by the Contracting Officer.
2. If the parties fail to agree on an adjustment made pursuant to this clause, it shall be considered a "dispute" and shall be dealt with under the terms of the "Disputes" clause of the Contract.

#### Article XV - Emergency Locator Information

The Contractor agrees to provide the following information to the Mission Administrative Officer on or before the arrival in the host country of every contract employee or dependent:

- A. The individual's full name, home address, and telephone number.
- B. The name and number of the contract, and whether the individual is an employee or dependent.
- C. The contractor's name home office address, and telephone number, including any after-hours office emergency number(s), and the name of the contractor's home office staff member having administrative responsibility for the contract.
- D. The name, address, and telephone number(s) of each individual's next of kin.
- E. Any special instructions pertaining to emergency situations such as power of attorney designees or alternate contact persons.

APPENDIX B

LIST OF PARTICIPANTS

## LIST OF PARTICIPANTS

Latrine Construction Workshop

<u>Name</u>	<u>Organization</u>
Julio Ernesto Estela Guillen	SESPAS
Rafael N. Marte Troncoso	SESPAS
Antonio Pichardo Garcia	SESPAS
Manuel De Js. Sanchez E.	SESPAS
Fernando Rosso Montes De Oca	SESPAS
Austria Maria Cuevas	SESPAS
Zoraida Caminero Pina	SESPAS
Cesar Radhames Alcantara	SESPAS
Miguel Angel Valerio U.	SESPAS
Jose Rafael Polanco Fedz	SESPAS
Rafael Ignacio Gonzales	SESPAS
Cecilia De Js. Jimenez	SESPAS
Jose Alt. Perez Y Perez	SESPAS
Nicolas Martinez	SESPAS
Jose Del C. Valdez	SESPAS
Ana Rita Vasquez	SESPAS
Erickson Taveras Castro	SESPAS
Margarita Asuncion Duran	SESPAS
Francis Estela Matos	SESPAS
Ruben Dario Ramon Mateo	SESPAS
Isabel Sierra	SESPAS
Josefa Ramona Vasquez	SESPAS

Hand Pump Installation, Maintenance & Repair

<u>Name</u>	<u>Organization</u>
Dalmacio Perez Jimenez	SESPAS
Tancredo Augusto Ramirez Dimayo	SESPAS
Dinorah Mateo A.	SESPAS
Jose Rafael Polanco F.	SESPAS
David Antonio Martinez	SESPAS
Yslanda Maria Montero D.	SESPAS
Pedro Pablo Rodriguez C.	SESPAS
Jose Ramon Urena R.	SESPAS
Ramon Soto	SESPAS
Isabel Sierra	SESPAS
Jose del C Valdez	SESPAS
Jose Ramon Mayolino	SESPAS
Eduardo B. Leyba Pena	SESPAS
Felix Dario Jimenez	SESPAS
Victor Manuel Rodriguez	SESPAS
Jose Joaquin Paulino	SESPAS
Antonio Pichardo Garcia	SESPAS
Carlos Manuel Gomez	SESPAS
Jose A. Perez y Perez	SESPAS

## Health Education Workshop

### Name

### Organization

Jose Ramon Mayolino	SESPAS
Jose Ramon Urena	SESPAS
Josefa Vasquez	SESPAS
Luis A Ramirez	SESPAS
Isidro Roa Gomera	SESPAS
Pedro Rodriguez	SESPAS
Maritsa Filpo	SESPAS
Victor Leiva	SESPAS
Ramon Soto	SESPAS
Betania Elisa Puello	SESPAS
Lic. Emicle Guerra	SESPAS
Mercedez Santana Pena	SESPAS
Gabino Ortega	SESPAS
Victor Manuel Rodriguez	SESPAS
Islanda Montero	SESPAS
Zoraida Caminero	SESPAS
Miguel Angel Valero	SESPAS
Cesar Radames Alcantara	SESPAS
Jose Perez Perez	SESPAS
Ericson Tavera	SESPAS
David Martinez	SESPAS
Jose Rodriquez	SESPAS
Lic. Altagracia Mesa	SESPAS
Felix Dario Jimenez	SESPAS
Rafael Ignacio Gonzales	SESPAS
Dalmacio Perez Jimenez	SESPAS

APPENDIX C

EVALUATION FORMS

APPENDIX C

LATRINE CONSTRUCTION WORKSHOP

EVALUATION FORM

A. Goal Attainment: Please circle the appropriate number to indicate the degree to which the workshop goals have been achieved.

- |    |   |          |   |   |   |           |
|----|---|----------|---|---|---|-----------|
| 1. | Define sanitation and the impact of latrines  | 1<br>LOW | 2 | 3 | 4 | 5<br>HIGH |
| 2. | Define excreta disposal   | 1<br>LOW | 2 | 3 | 4 | 5<br>HIGH |
| 3. | Be able to construct a latrine  | 1<br>LOW | 2 | 3 | 4 | 5<br>HIGH |
| 4. | Identify material and human resources in the community  | 1<br>LOW | 2 | 3 | 4 | 5<br>HIGH |
| 5. | Develop strategies to help the community to make an appropriate choice from alternative types of latrines | 1<br>LOW | 2 | 3 | 4 | 5<br>HIGH |
| 6. | Develop a plan to implement a latrine project in a community  | 1<br>LOW | 2 | 3 | 4 | 5<br>HIGH |

B. Workshop Feedback and Learning: Please answer the following questions as fully as possible so that the trainers can learn how effective the workshop methodology was.

1. What have been the most positive things about this workshop?  
Comments:

2. What have been the most negative things about this workshop?  
Comments:

3. What thing have you learned that you did not know before?  
Comments:

C. Workshop Organization and Training

1. What comments do you have about the way the workshop was planned and organized?

2. What can be done in the future to improve a workshop like this?

3. What specific steps in developing a latrine project do you feel you will need to learn more about in order to successfully promote and develop a project in the future?
4. What comments do you have about the trainers?
5. Did the workshop meet most of your expectations?
6. Anything else you would like to say?



## HAND PUMP INSTALLATION, MAINTENANCE AND REPAIR

### EVALUATION FORM

A. Goal Attainment: Please circle the appropriate number to indicate the degree to which the workshop goals have been achieved.

#### Session #

1.	HP Program Background	1 LOW	2	3	4	5 HIGH
2.	Components & Operation	1 LOW	2	3	4	5 HIGH
3.	Installation	1 LOW	2	3	4	5 HIGH
4.	Session Review	1 LOW	2	3	4	5 HIGH
5.	Maintenance & Repair	1 LOW	2	3	4	5 HIGH
6.	Disinfection	1 LOW	2	3	4	5 HIGH
7.	Training Others	1 LOW	2	3	4	5 HIGH
8.	Classroom Review	1 LOW	2	3	4	5 HIGH
9.	Field Practicals	1 LOW	2	3	4	5 HIGH

B. Workshop Feedback and Learning: Please answer the following questions as fully as possible so that the trainers can learn how effective the workshop methodology was.

1. What have been the most positive things about this workshop?  
Comments:

2. What have been the most negative things about this workshop?  
Comments:

3. What one thing stands out as important to you in this workshop?  
Comments:

4. What things have you learned that you did not know before?  
Comments:

C. Workshop Organization and Training

1. What comments do you have about the way the workshop was planned and organized?

2. What can be done in the future to improve a workshop like this?

3. What comments do you have about the trainers?

4. Anything else you would like to say?

## HEALTH EDUCATION WORKSHOP

### EVALUATION FORM

A. Goal Attainment: Please circle the appropriate number to indicate the degree to which the workshop goals have been achieved.

#### General Objectives

- |    |  |          |   |   |   |           |
|----|--|----------|---|---|---|-----------|
| 1. | To train community organizers in the application of participant centered health education techniques to be used in rural communities | 1<br>LOW | 2 | 3 | 4 | 5<br>HIGH |
| 2. | Development of a communication strategy for health education that would be applicable to the reality of the project                  | 1<br>LOW | 2 | 3 | 4 | 5<br>HIGH |

#### Educational Objectives

- |    |  |          |   |   |   |           |
|----|--|----------|---|---|---|-----------|
| 1. | Define Health Education  | 1<br>LOW | 2 | 3 | 4 | 5<br>HIGH |
| 2. | Produce or adapt a flipchart to support health education activities in the project | 1<br>LOW | 2 | 3 | 4 | 5<br>HIGH |
| 3. | Learn how to use the flipchart applying the techniques learned                     | 1<br>LOW | 2 | 3 | 4 | 5<br>HIGH |

B. Workshop Feedback and Learning: Please answer the following questions as fully as possible so that the trainers can learn how effective the workshop methodology was.

1. What have been the most positive things about this workshop?  
Comments:
2. What have been the most negative things about this workshop?  
Comments:
3. What one thing stands out as important to you in this workshop?  
Comments:
4. What thing have you learned that you did not know before?  
Comments:

C. Workshop Organization and Training

1. What comments do you have about the way the workshop was planned and organized?
2. What can be done in the future to improve a workshop like this?

3. What comments do you have about the trainers?

4. Anything else you would like to say?